

KCDHH

Kentucky Commission on the Deaf and Hard of Hearing



STAFF ACTIVITIES

January 1st – March 31st, 2003

EQUIPLINK



TELELINK



Submitted

DEAFLINK



By

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ACCESS CENTER



General Information

Budget

The 2003 Legislature passed the FY '03 budget. Another \$23,600 budget cut for the KCDHH was included. Fiscal year '04 will not include any increases or cuts. Budget cuts for FY '03 will not create a serious problem due to personnel savings of a vacant position and unpaid maternity leave on another position. However, the FY '04 budget will be quite a challenge since costs are increasing and funding is not increasing. Blanket increments for all staff with the exception of political appointees, such as the Executive Director, will be \$1080 across the board instead of staff receiving annual percentage based increments. Cost savings measures implemented in FY '03 will continue.

Legislative Issues

Senate Bill 16 was a bill that was introduced by Senator Jones from Eastern Kentucky that would eliminate a licensing requirement for educational interpreters. This bill died in committee before it even made it out of the Senate.

House Bill 462 was a bill that was introduced by Representative Smith from Eastern Kentucky that would eliminate a standard for educational interpreters with three years of experience. This bill passed the House and was referred to the Senate Licensing and Occupations Committee. A group of individuals from Eastern Kentucky sent a barrage of phone calls, e-mails, visits, etc. telling the legislators that if this bill did not pass, deaf children would lose their interpreters and would have to go to Kentucky School for the Deaf. The Commission, the Kentucky Association of the Deaf, the Kentucky Registry of Interpreters for the Deaf, the Kentucky School for the Deaf, the Kentucky Department of Education, Vocational Rehabilitation, and many other interested persons lobbied the senators against this bill. It was with passionate testimony from several committed individuals, one in particular who was a parent of a deaf child, along with many other contacts, that the caused the senators to not only vote down a compromise (postponing the date of licensure by one year for all interpreters) but the bill was voted down as well. Now the work begins. All stakeholders need to make sure that the legislators (representatives and senators) are well educated about the opportunities that interpreters have been given to meet the requirements of licensure. A group has been formed, entitled the Educational Interpreters Stakeholder subgroup by the Kentucky Department of Education to focus on the needs of K-12 interpreters. This committee promised to visit this bill again during the interim so we must remain vigilant and be prepared with our opposition.

Senator Buford from Nicholasville introduced Senate Joint Resolution 46. This resolution urged the Commissioner of Education to appoint superintendents of the Kentucky School for the Blind and the Kentucky School for the Deaf based on recommendations of search committees appointed by the Kentucky Board of Education. This bill passed the Senate but failed to make it out of the House committee before the Legislature ended. It will be reintroduced next session. Kevin Martin and the Kentucky Association of the Deaf were leaders in getting this bill on the agenda.

Senate Bill 145 passed the Legislative session. It was related to Medicaid and removing the exemption of prepaid health plan programs, such as health maintenance organizations, from the Medicaid co-payment requirements. The House used this bill to piggyback another bill - House Bill 110 which requires the secretary of the Governor's Executive Cabinet to receive reports and recommendations from governmental entities that concern persons with disabilities and report semi-annually to the Legislature on common needs, issues, and recommendations, duplication of efforts, funding estimates, and make recommendations for public policy to the General Assembly.

Administration/Personnel

Ms. Renee' Armstrong, Lead Interpreter Coordinator and part of the Access Center, has resigned to become a freelance interpreter. The KCDHH is quite fortunate that the Education, Arts and Humanities Cabinet and the Governor have approved the filling of that vacancy. Interviews will begin in late April/early May of 2003.

Agency Support files have been organized in a central location. Old files have been archived or purged and all documents pertaining to personnel, finances, travel, etc. have been streamlined. 2003 Performance plans and 2002 Performance evaluations were conducted on all eligible employees January 21-27, 2003.

KCDHH GOALS

KCDHH Goal I: Improve, strengthen and develop services, including human and communication services.

Kentucky Deaf Access Consortium (KDAC)

Partners: Kentucky Commission on the Deaf and Hard of Hearing (KCDHH), Eastern Kentucky University (EKU), Vocational Rehabilitation (VR), and Mental Health/Mental Retardation Deaf Services (MHMR)

The KDAC partners agreed that the grant expectations are similar for each agency. Primary concerns include; developing relationships with stakeholders, establishing deaf friendly sites that provide equitable access to public services, promoting educational and employment opportunities for the community, researching emerging technologies to enhance videoconferencing, maintaining an interactive network and system for scheduling meetings, implementing a successful outreach plan that includes community trainers and a community advisory group, conducting trainings and workshops with both regional trainers and end users and pursuing aggressive publication efforts to promote the sustainability of the project after the grant ends.

The partners are again researching the location and friendliness of the sites selected and doing final determinations on the equipment and upgrades necessary to run each site so budget revisions can be submitted to the federal government. The possibility of extending the grant period for up to six months (through March 30, 2004) is also being considered. Final determination on both topics will be made at the next partner meeting on April 23, 2003.

Quarterly Reports are submitted to EKU for inclusion in the Federal Reporting. Each quarter KCDHH staff provides an average of 450 to 500 hours of work on the grant project, and spends an average of \$7,000 on non-personnel expenses (interpreting, office supplies and ATM online charges). These are services that are not covered by the grant budget but are part of the in-kind support promised by the partners collaborating on the grant. Additionally, the KCDHH provides office space and administrative support such as telephone, office equipment, supplies and utilities.

The Consortium hired two staff persons for the Technology Opportunities Program federal grant from the U.S. Department of Commerce. The KDAC first hired a Co-Project Director, Ms. Greta Knigga, who started on January 21, 2003 with Ms. Abby Coyer as Outreach Coordinator on beginning on January 30, 2003. Both employees are housed at KCDHH in the Access Center.

They have done the following since being hired:

- ?? Met all KDAC partners and ensured each are set up on videoconferencing
- ?? Reviewed database and developed a tracking system for KDAC staff
- ?? Researched outreach opportunities, developed plan and created Power Point presentation
- ?? Developed plan for training

- ?? Researched possibility of making a video with ECU assistance. Developed plan to present demo to partners
- ?? Developed directory list and form letters
- ?? Researched valuable workshops and plan to attend
- ?? Scheduled demos at various conferences/workshops to promote videoconferencing
- ?? Created KDAC logo and letterhead for project use

The Consortium met on February 12, 2003 in Frankfort at the KCDHH office. The partners and support staff discussed the expectations of the grant, budget revisions based on the delay in hiring staff, finalized site selections, developed an Internet Locator Server (ILS) directory for users to contact each other without losing confidentiality of the partner offices, formation of an Advisory Board, updates on the evaluation process, demos and workshop possibilities in the near future and work schedules and reporting requirements for the KDAC staff housed at KCDHH.

On February 12th, the Program Coordinator and the Interpreter Administrator met with the KDAC staff members to discuss the plan of action for KDAC employees, job duty changes, responsibilities, suggestions, etc. These were based on the expectations of the KDAC partners.

First Virtual Communications provided a demo via multi-point (split screen) videoconferencing on “CuSeeMe Click to Meet Express” on February 18, 2003.

The Program Coordinator, Interpreter Administrator and Information Systems Supervisor met on February 19, 2003 to discuss a plan for equipment, software needs and sites for KDAC.

The Program Coordinator met with KDAC staff on February 20, 2003 to discuss information that needs to be captured in the KDAC database to provide reports to the federal government.

The KCDHH Program Coordinator met with Ms. Tricia Davis, Co-Project Director for KDAC in Lexington to work on the budget revisions for the grant on March 7, 2003. The team partners held a videoconference call on March 11, 2003 to make the final decisions necessary to pursue the revisions.

On March 22, 2003, the Information Systems Supervisor and Network Analyst installed the 3 KDAC servers that will perform various functions. One server will be dedicated for multi-point videoconferencing (where more than two people are involved in the conference), another will act as a web server to allow users to log into a web page to receive videoconferencing services, and the third will be a directory server, managing security and FTP services (downloading, etc.).

The Information Systems Supervisor and the Interpreter Administrator did a site visit to Lexington on March 28, 2003 to see if Fayette Mall would allow KDAC to set up a kiosk to public videoconferencing services.

Access Center

On January 8, 2003, the Interpreter Administrator, Interpreter Relations Coordinator, and the Executive Staff Advisor met to establish a new system of entering Access Center numbers in order to reduce the errors and discrepancies in reporting that had been occurring, as well as determine the best mechanism for reporting numbers for the Access Center.

E-mail shortcuts were placed on the desktops of all staff that answer phones to streamline the request process. These shortcuts require specific information to be entered before the email can be sent in order to ensure that all information necessary to fill an assignment is recorded accurately. One shortcut is for general requests, one for interpreter/captioner assignments, and one is for TTY requests.

Interpreting and Captioning Assignments

		Unfilled assignments that would have occurred 1/1/03-3/31/03	Interpreting hours provided 1/1/03-3/31/03	
AC: Request for Interpreting	57	24	491.50	7.5
AC: Request for Captioning	1	0	4.0	2.6
AC: Request for Videoconferencing	Not recorded			
AC: Stipends	5 requested	5 provided	Total Money Disbursed:	\$462.50

National Certification Opportunities

As a Registry of Interpreters for the Deaf (RID) Super site, KCDHH hosted five people taking seven RID Performance evaluations over four days in the first quarter. The dates were January 3, January 25, February 5, and March 21, 2003.

Since the National Association of the Deaf (NAD) evaluation is still recognized by NAD but no longer offered, RID has joined with NAD to offer a Certificate Maintenance Program (CMP) and RID membership for NAD certified interpreters until the joint RID/NAD test is fully developed. Further information on the CMP (which is designed to ensure that interpreters stay current with their skills, and is required for all RID certified interpreters) and the joint test can be found at www.rid.org or www.nad.org.

TDD Distribution Program

Status of TDD Applications: (1/1/03-3/31/03)

<i>Request</i>	<i>Applicants Receiving Equipment</i>	<i>Pieces of Equipment Distributed</i>
TTY: Applying for STE	86	144

KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.

Office of Information Services

Information Technology

The Information Systems Supervisor gave a demo on the email icons for persons who answer the phone and on the pop-up database that uses caller ID to search our database for the same number and brings up the contact information on that individual to save the person answering the phone time. This took place on January 7, 2003.

The Information Systems Supervisor met with Mr. Phillip Morgan from the Governor's Office of Technology on February 27, 2003, to discuss the current status of the Windows 2000 Active Directory project. There is a new Active Directory domain structure for Education, Arts and Humanities. The KCDHH could possibly become an organization unit under the Education, Arts and Humanities sub domain. This would mean that the Governor's Office of Technology would have administrative rights to our domain. Migrating to the Active Directory schema would also mean that the KCDHH would have to upgrade its two existing servers to a Windows 2000 Server, re-create all users with a new profile, re-establish drive mappings and network printers. This migration will need to occur eventually in order to provide better integration of network services with the Governor's Office of Technology. However, since the KCDHH houses critical, and sensitive data in regards to the TDD Distribution Program, it was determined that it would be best for the KCDHH apply to become a separate domain entity in the same

fashion as the Personnel Board has done. A follow-up meeting will be scheduled to include Chris Johnson with the Governor's Office of Technology and the Network Analyst to prepare a detailed plan of migration.

Changes were made as requested to the e-mail shortcuts for requests and the KDAC database for clarification and ease of entry into the database on March 5, 2003. Training was completed for all staff (KCDHH and KDAC) and it was emphasized that any time spent on videoconferencing needs to be entered because it must be reported to the federal government related to the KDAC grant. KCDHH will maintain the KDAC database for reporting purposes.

Web Hits Counter

Month	KCDHH Home Page	Access Center Home Page	Information Services Home Page	TDD Distribution Home Page	DeaFestival Home Page	Info Requests
January	19	32	14	43	28	57
February	16	21	28	23	36	55
March	7	35	14	23	33	42
Total	42	88	46	89	97	154

Web Update

The Network Analyst has been working diligently in this past quarter to ensure the web page is accessible to blind end users and people with other disabilities. This has taken a great deal longer than the KCDHH had anticipated. The web page is virtually being rebuilt. The Network Analyst took one class on web accessibility and read a manual to assist in this effort. There seem to be few people that can provide the assistance needed to overcome many of the obstacles the KCDHH has faced in meeting the accessibility standards. The KCDHH has conferred with a several individuals with some expertise. At this writing, the accessible web page is within days of being complete. Although the web page was required to meet one level of accessibility by January 1, 2003, the KCDHH web page will be 99% accessible; far beyond the required level. The KCDHH plans to reach 100% accessibility between now and the next Commission meeting. Look for the Bobby Approved sign at the bottom of the website. Thanks to Mr. Kevin Kreutzer for his long hours and tireless effort to get the KCDHH to this state.

Information and Referral Requests

The KCDHH has documented 1,095 requests from October 1, 2002 to December 31, 2002.

	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OAS: Administration	28	0	2	28	40	
OAS: Information Technology	2	0	6	7	3	
OAS: Legislation	2	0	2	4	2	
OAS: Special Projects	1	0	2	2	1	
OEA: Administration	2	1	0	2	2	
OEA: AC: DAS	3	0	6	6	6	
OEA: AC: Evaluations	7	0	3	16	3	
OEA: AC: Outreach	0	0	0	0	1	230
OEA: AC: Request for Captioner	2	0	3	7	6	
OEA: AC: Request for Interpreter	57	24	15	218	511	
OEA: AC: Stipends	5	0	0	2	5	
OEA: TTY: Applying for STE	117	39	189	339	307	
OEA: TTY: Outreach	1	0	0	3	1	5948
OEA: TTY: Repair	7	3	1	15	13	
OEA: TTY: Request for Application	254	1	19	239	216	
OEA: TTY: Status Check	0	0	1	0	0	
OIS: DeaFestival	24	0	8	6	42	963
OIS: Library	9	0	0	10	10	902
OIS: Outreach	2	0	1	4	2	230
OIS: IRA: ASL & Linguistics	9	0	4	12	10	
OIS: IRA: Deaf Culture	3	0	0	3	1	
OIS: IRA: Deafness & Hearing Loss	3	0	0	2	2	
OIS: IRA: Demographics & Statistics	3	0	1	2	2	
OIS: IRA: Education	6	0	3	7	6	
OIS: IRA: Employment	4	0	0	2	4	

	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OIS: IRA: Families & Children	1	0	1	2	1	
OIS: IRA: Human Services	41	1	3	43	48	
OIS: IRA: Interpreting	46	4	3	60	56	
OIS: IRA: Legal Rights of Deaf and HOH	19	2	4	28	37	
OIS: IRA: Publications & Directories	3	0	0	2	2	
OIS: IRA: Senior Citizens	3	0	0	1	8	
OIS: IRA: Sports	2	0	1	3	2	
OIS: IRA: Technology	12	0	3	12	9	
OIS: PUB: Agency Brochure	2	0	0	2	2	978
OIS: PUB: Communicator	19	0	0	2	38	4768
OIS: PUB: Directory of Services	28	0	4	15	46	273
OIS: PUB: Interpreter Directory	6	1	1	7	10	13
TOTAL	733	76	286	1113	1455	14305

KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, public and private entities and local, state and federal governments.

Staff attended:

On January 8, 2003, the Executive Board met at the KCDHH to prepare for the April Commission meeting. (See separate report)

On January 16, 2003, the Executive Director attended the Education, Arts and Humanities Cabinet meeting in Lexington. The meeting highlighted Kentucky Educational Television, a sister agency of the KCDHH. Also, a summary of each agency's overtime reports was distributed to agency heads. The Executive Directors were asked to reduce overtime even more due to budget constraints.

On January 18, 2003, the Executive Staff Interpreter attended the Kentucky Registry of

Interpreters for the Deaf (KYRID) quarterly meeting, as the KCDHH representative to that Board. It was held in Louisville. KYRID functions were discussed.

On February 5, 2003, the Executive Staff Advisor attended the Kentucky Board of Education meeting in Frankfort. A written update by the Kentucky Department of Education Collaborative Team was provided to the Board. The Board members were interested in how the stakeholder group members were chosen, in getting accurate numbers of the deaf and hard of hearing and blind and visually impaired students, and in ensuring that Department of Education staff does not drive the work or recommendations of the stakeholder groups. When asked for clarification for the rationale behind not hiring superintendents for the residential schools, the Commissioner responded that each school had a sufficient number of administrators to carry out the duties. They also wanted to ensure that the stakeholder meetings were accessible.

On February 18, 2003, the Executive Staff Advisor attended the Education, Arts and Humanities Cabinet Communications Team meeting in Frankfort. Items discussed were the printing moratorium, the approved vendor for novelty items, Creative Services availability, a Media Survey, and that the Cabinet Secretary would like to do an eight-year history of our cabinet for the incoming Cabinet Secretary since this administration concludes on December 31, 2003. The eight years would be from December 1995 to December 2003.

On February 20, 2003, the Executive Director attended the Education, Arts and Humanities Cabinet meeting in Frankfort. The focus of this Cabinet meeting was the Kentucky Department of Education. They highlighted MAX and a similar computer system that local districts can use to alert qualified teachers of vacancies and allow teachers to get their names out to districts they are interested in working. This is their system for certified professionals. They have a similar system for classified employees. When asked if interpreters could be added, they responded that interpreters should be added in the classified system.

On March 11, 2003, the Interpreter Administrator met with Ms. Beverly Sartin of the Kentucky Center for the Arts in Louisville and confirmed locations, set-up times and rooms needed at the Kentucky Center for DeafFestival 2004.

On March 12, 2003, the Executive Director attended the Mental Health/Mental Retardation Services for Deaf and Hard of Hearing Persons Advisory Board meeting in Frankfort. Outreach for deaf Kentuckians to receive mental health services was

discussed. A core group of individuals was established to look at the feasibility of setting up a center for deaf and hard of hearing children in Kentucky.

On March 13, 2003, the Executive Staff Advisor, Interpreter Administrator, and Executive Staff Interpreter met to determine a plan for providing skill development opportunities to Eastern Kentucky educational interpreters in particular, and other educational interpreters in rural areas that KCDHH will support until the end of this fiscal year. Since the time the plan was submitted, the KCDHH has learned that ECU has offered Eastern Kentucky interpreters and several other rural areas workshops on the Sign Communication Proficiency Interview. In addition, more information has been obtained concerning when the paperwork needs to be submitted to the licensure board if the individual does not meet the temporary or full licensure requirements. The Educational Interpreters Team has been formed by the Department of Education that includes the KCDHH, ECU, VR, and the Oversight team staff that will establish a coordinated plan.

On March 19, 2003, the KCDHH staff participated in a Strategic Planning meeting to give input on the goals and priorities for the upcoming fiscal year. The proposed plan was presented to the KCDHH Executive Director for finalization and review with the Executive Board.

KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.

DEAFESTIVAL 2004

The KCDHH is very excited about going back to The Kentucky Center in Louisville (KC) for DeaFestival 2004. The Kentucky Center (new name for The Kentucky Center for the Arts) has a new president. The KCDHH has been working with the staff of the KC and the new president, Arthur Jacobus. The KC is very excited about hosting DeaFestival once again. The facility has undergone a face-lift. The inside lobby now presents itself as an open and home-like atmosphere for which the KCDHH will be able to capitalize on for DeaFestival. The KCDHH is working with the KC staff to design the layout for the festival. Once again the Bomhard Theatre, Lobby, North Lobby, Mary Anderson room, and the large workroom downstairs will be utilized.

The Belvedere has also had a face-lift. Where there were trees in 1998 there is now a “mini great lawn,” which will be the location for the children’s tent. The commercial booths will once again line the walkway to the river overlook.

The KCDHH is actively looking for new and exciting talent for the 2004 DeaFestival and would like to encourage people to give the KCDHH contact information on potential deaf or hard of hearing performing artists or visuals artists and encourage them to contact the KCDHH. The search is always ongoing for deaf and hard of hearing individuals with talent. The KCDHH screens all talent through photographs, videotapes and recommendations by other talent agencies.

A fundraiser for DeaFestival will be held during the NAD Region II Conference consisting of thirteen state associations affiliated with the National Association of the Deaf on November 15, 2003. This will be held in the Todd Room of the Kentucky Center. There will be a preview of Kentucky talent. Please visit our websites (www.deafestival.org or www.kydeaf.org) for ticket information.

KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.

On January 23, 2003, the Program Coordinator attended training at the Governmental Services Center on Employee Evaluation System. It was entitled, "Performance Matters" and was held in Frankfort sponsored by the Personnel Cabinet. The evaluation form and what can and cannot be used to evaluate an employee was discussed. Evaluations will be audited annually on compliance with the law with regard to performance evaluations.

On January 29, 2003, and February 24, 2003, birthday potlucks were held on for three staff members based on their birth month. No birthday potluck was scheduled for March since there were no staff birthdays in that month. These potlucks are generally scheduled the last Friday of the month for which there are birthdays and the menu theme is determined by the birthday person(s).

On January 30, 2003 the Executive Staff Interpreter and Administrative Assistant received training in Management, Accounting, and Reporting System (MARS) to be able to enter inventory into the state system. The training occurred in Frankfort, and was entitled, Fixed Assets Training.

On March 29, 2003, a retirement party was held for Mr. Cole Zulauf, the KCDHH Chair, who retired from his work at GRW in Lexington after over 25 years of service. The surprise party took place at Tumbleweed Restaurant in Frankfort. Over 30 people participated. Congratulations, Cole!